



BITS OF GOLD

Montana Talking Book Library

Regional Library of the National Library Service
For the Blind and Physically Handicapped
(NLS/BPH)

Volume 105, Number 2

2005

REGIONAL LIBRARIAN RECEIVES AWARD

Christie Briggs, Regional Librarian for the Montana Talking Book Library (MTBL), was honored at the Montana Association for the Blind's (MAB) annual convention. She received the Dorothy C. Bridgman Award. This award is given to those individuals who have rendered outstanding service to the blind of Montana.

Christie's leadership of the MTBL, statewide presentations to various groups that affect the blind and low vision population of Montana, her participation and willingness to help the members of the Capital City Chapter of the MAB, and her recent assistance with the Speaker's Program at this year's MAB annual convention all contributed to her nomination for this award. She is considered by the MAB "one of the best friends that the low vision, blind and physically handicapped have in the State of Montana." Congratulations Christie!

TELEPHONE PIONEERS HONORED

On March 23, the Montana Talking Book Library honored the MTBL Telephone Pioneers for their time and commitment serving our patrons and staff. The Pioneers repair cassette tapes, headphones, and playback equipment. Lee Madison spoke about their accomplishments and presented them with certificates from National Library Service. Each Pioneer also received a special thank you gift from MTBL. The Telephone Pioneers are greatly appreciated for all the services they give to us. Thank you.

THE LIBRARY WILL BE CLOSED ON THESE HOLIDAYS

July 4

September 5

October 10

Independence Day

Labor Day

Columbus Day

November 11

November 24

Veteran's Day

Thanksgiving Day

LIBRARIAN'S LOG: from the desk of Christie Briggs, Regional Librarian**PATRON SURVEY**

I encourage each of you to fill out and return the enclosed survey. The information you provide to us is very important for planning, budgeting, improving and offering new or different types of services to you. PLEASE take the time now to complete this survey. If you need to fill it out over the phone or by e-mail, please contact us at 1-800-332-3400 or e-mail your Readers' Advisor to get an electronic copy of the survey. Readers' Advisors are: Cheryl Christopher cchristopher@mt.gov, Janet Hunter jahunter@mt.gov, and Lee Madison lmadison@mt.gov. THANK YOU for taking the time to assist us.

ANNUAL KEYSTONE CONFERENCE

Janet Hunter and Carolyn Meier attended this conference March 14-18, 2005. They learned about upgrading our KLAS computer database. The upgrade will offer features to assist our staff in being more efficient with patron reading services. New patron features such as a "Patron Book Club" option will be added to assist Book Club patrons across the state. We have not yet scheduled a specific time to implement the upgrade. When scheduled, you will be notified when the library will be closed for the upgrade.

BOZEMAN MAB SENIOR FAIR

The Bozeman Chapter of MAB (Montana Association for the Blind) held a Senior Fair on April 13th at the Bozeman Senior Center. It was extremely successful with over 100 citizens attending and learning about resources and services for individuals who are blind or have low vision.

2005 MAB CONVENTION

The Helena MAB Capital City Chapter hosted the statewide MAB Convention May 13-15, 2005. A free public Symposium on May 13th was a new feature added this year to bring resources and information to the public about blind and low vision resources and services. The theme "True Vision Goes Beyond Sight" set the stage for a very successful event. The cooperative efforts of the MAB Capital City Chapter members, the Missoula MAB members, the state MAB officers, the Academy of Ophthalmologists, the Montana Lion's Club, the Montana Vocational Rehabilitation and Blind and Low Vision Services, the Montana Talking Book Library, Montana School for the Deaf and Blind, Montana Independent Living Project, Montana Business Enterprise, many vendors, volunteers and others who were essential to its success! I wish to personally thank MTBL staff for their work on and support of this event, which benefited all Montanans.

MONTANA TALKING BOOK LIBRARY SURVEY 2005

Thank you for helping us to better serve you. Please answer all questions and return this survey to:

Montana Talking Book Library
1515 E Sixth Avenue
PO Box 201800
Helena, MT 59620-1800

1. Please check all that apply to you:

☐ Totally Blind or Legally Blind ☐ Low Vision
☐ Physically Disabled ☐ Reading Disabled

2. How did you learn about our library?

☐ Friend or Relative ☐ Health Professional
☐ Public Library or School ☐ Rehabilitation Agency
☐ TV, Radio, or Newspaper ☐ Other _____

3. What is your age group?

☐ under 18 ☐ 19-40 ☐ 41-60
☐ 61-80 ☐ 81 and over

4. How long have you been a patron of our library?

☐ 0-1 year ☐ 2-5 years ☐ 6-10 years
☐ 11-15 years ☐ 16-20 years ☐ 21 years or more

5. How many people have you told about our library?

☐ None ☐ 1-5 ☐ 6-10 ☐ 11 or more

6. Which method do you use most often to contact us?

☐ E-mail ☐ In person ☐ Mail
☐ Telephone ☐ WEBOPAC ☐ Other _____

SURVEY continued

7. Are you familiar with the following services we provide? Please Mark a “Y” for Yes or an “N” for No on each service listed below:

<input type="checkbox"/> Braille	<input type="checkbox"/> Cassettes	<input type="checkbox"/> Descriptive Videos
<input type="checkbox"/> Lobe Library Project (Otis)	<input type="checkbox"/> Magazines	<input type="checkbox"/> Newline
<input type="checkbox"/> WebBraille	<input type="checkbox"/> WebOpac	

If you wish to know more about any of these services, please contact your Readers' Advisor at 1-800-332-3400 in Montana or 444-2064 in Helena.

8. How often do you use a personal computer?

<input type="checkbox"/> Daily	<input type="checkbox"/> Weekly	<input type="checkbox"/> Monthly
<input type="checkbox"/> Occasionally	<input type="checkbox"/> I do not have a computer	

9. Do you use a computer to: (Check all that apply)

- ☐ Correspond with your Reader Advisor by e-mail
- ☐ Download WebBRAILLE materials
- ☐ Order books from WebOPAC
- ☐ Read “Bits of Gold” newsletter on-line
- ☐ Search for books in the on-line catalog from the NLS link on MTBL's website
- ☐ Visit the Montana Talking Book Library website

10. Please list all library equipment that you have:

11. In 2008, NLS will start issuing a limited number of digital books and players. Veterans will be given first priority. Please mark your preference:

- ☐ I wish to receive the digital books and equipment
- ☐ I do not wish to switch to the digital format until later
- ☐ I wish to continue to use the cassette books and equipment

SURVEY continued

12. MTBL'S newsletter, "Bits of Gold", comes in the following formats; which one do you receive?

___Cassette ___E-mail ___Large Print ___Website

If you wish to change the current format you receive, please contact your Reader Advisor at 1-800-332-3400 in Montana or 444-2064 in Helena.

13. Do you find the "Bit's of Gold" informative? ___Yes ___No

14. Our Montana Cassette Book (MCB) collection consists of books about Montana or by Montana authors. List any authors or titles or any Montana issues or interests that you would like to see added to this collection.

15. How often do you experience any of the following situations:

Receive incomplete materials.....___Never___Occasionally___Frequently

Receive defective materials.....___Never___Occasionally___Frequently

Receive fewer books than requested...___Never___Occasionally___Frequently

Returning materials is difficult... ..___Never___Occasionally___Frequently

Equipment breaks down within 6 months of receipt.....___Yes___No

Other_____

16. Overall, how do you rate the customer service given to you by the Montana Talking Book Library?

___Excellent ___Very Good ___Satisfactory ___Poor

17. Are there any services we do not provide that you think we should?

18. Any additional comments, suggestions or questions?

THANK YOU FOR COMPLETING AND RETURNING THIS SURVEY

If you receive the newsletter in large print, please complete and return the survey using this page as the mailer. Fold it in thirds, tape the edges, and mail it back to us “Free Matter”. Our address should show on the outside. If you receive the newsletter on cassette or the website, please call us (1-800-332-3400 in Montana or 444-2064 in Helena) and give us your response to the survey over the phone.

**MONTANA TALKING BOOK LIBRARY
1515 EAST SIXTH AVENUE
PO BOX 201800
HELENA, MT 59620-1800**

**FREE MATTER FOR
THE BLIND**

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LOW VISION MONTANA CONSUMER SURVEY

A new resource for the visually impaired is developing in Montana. A group of diverse individuals, agencies, and organizations from across the state have come together to form Low Vision Montana, an initiative focused on creating new services and options for blind and low vision Montanans. Low Vision Montana wants to develop a mobile unit service to deliver equipment demonstrations and informational resources directly to Montana's most rural communities. The organization also wants to create a comprehensive information outlet for all Montanans—a resource for all things related to vision loss, specific to Montana and your own community. Lastly, Low Vision Montana is focused on supporting opportunities for peers to network across the state and in local areas to support each other as they learn to adopt and use new low vision technology.

In order to create these services, Low Vision Montana needs input from Montanans who experience visual impairment. A consumer survey is available, and we would very much like you to fill it out and let us know what you think about existing services for blind and low vision Montanans, as well as, what you think about our ideas for new services. If interested in filling out a survey, you may call Montana Talking Book Library (1-800-332-3400 MT or 444-2064 Helena) and request a copy of the Low Vision Montana Consumer Survey sent to your address. You may also call Montana independent Living Project at 1-800-735-6457 and leave a message for Heather Tomlins at extension 24. Thank you!

RECENT TITLES FROM THE MONTANA RECORDING PROGRAM

- MCB 762** **Montana Trivia** by Janet Spencer; Reader—Al Adams
How much do you know about Montana? This trivia book is the who, what, when, where, and how of the great state of Montana. Filled with interesting facts, which focus on the history, culture, people, and places of our fascinating Treasure State.
- MCB 789** **Movies Stars & Rattlesnakes: The Heyday of Montana Live Television** by Norma Beatty Ashby; Reader—Norma Beatty Ashby
Over 30 years of informative, interesting, heart warming, and historical TV interviews by Norma Beatty Ashby while working on the TV show "Today in Montana" in Great Falls, Montana.
- MCB 792** **Legacy, A Novel** by Leonard Schonberg; Reader—Leonard Schonberg
This novel spans three generations of the Schneider family focusing on Isaac Schneider's daughter, Hannah; her daughter, Pearl; and granddaughter, Sarah. Isaac and Hannah immigrate to New York from Austria in 1913 then onto Butte, Montana.

**Montana Talking Book Library
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PO Box 201800
Helena, MT 59620-1800**

**Free Matter
for the Blind**

Address Service Requested

This newsletter is available on cassette, e-mail and large print upon request or visit our website: <http://www.msl.state.mt.us/tbl>

LIBRARY HOURS: Mon-Fri 8am-5pm
PHONE NUMBERS: 1-800-332-3400

PHONE HOURS: Mon-Fri 9am-5pm
(in Helena) 406-444-2064

MTBL WEBSITE: <http://www.msl.state.mt.us/tbl>
WEBOPAC SITE: <http://www.klasweb.mt.gov>

**REGIONAL LIBRARIAN:
COORDINATOR VOL SVC:
COLLECTION MANAGER:
MACHINE LENDING AGENT:
READERS' ADVISORS:**

Christie Briggs, cbriggs@mt.gov
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Patrons with last names A-G contact:
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Patrons with last names H-O contact:
Cheryl Christopher, cchristopher@mt.gov
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Lee Madison, lmadison@mt.gov

For patron requests or if you're not sure who to contact, e-mail us at:
mtbl@mt.gov